



# Technical Service Bulletin

## 91 MIB2 High: Bang & Olufsen subwoofer settings missing from MMI tone settings menu

91 19 32 2053533/2 February 1, 2019. Supersedes Technical Service Bulletin Group 91 number 19-27 dated January 14, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4	2017	All	MIB2 High
A5, Q5	2018	All	MIB2 High

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added A3) Revised <i>Condition</i> (Updated PR Code) Revised <i>Service</i> (Archived A3 specific bulletin and added A3 to this one) Revised <i>Required Parts and Tools</i> (Updated part numbers)
1	01/14/2019	Initial publication

### Customer states:

- The subwoofer adjustment is missing in the MMI for vehicles equipped with Bang & Olufsen (PR Code 9VS) and the customer vehicle has MMI Navigation (PR Code I8H & I8L) (Figure 1).

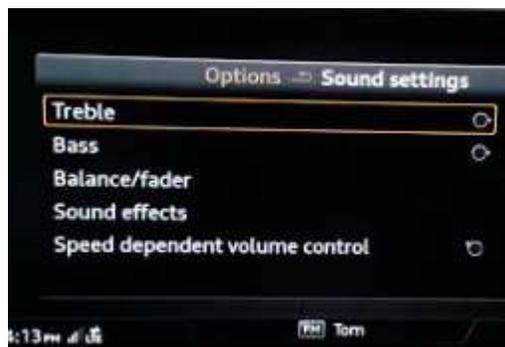


Figure 1. Sound settings is missing the subwoofer option.



# Technical Service Bulletin

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## Technical Background

The MIB2 software needs to be updated.

## Production Solution

Software solution introduced into series production starting CW22/17.

## Service

**For all models without Navigation and with Bang & Olufsen** (PR Codes 7UH & 9VS), a service solution is available see TSB 2050567: *91 Bang & Olufsen: Subwoofer settings missing from MMI tone settings menu.*

**For vehicles with Navigation** (PR Code I8H & I8L) see below:

### Required equipment:

- ODIS Tester
- SVM code
- MIB2 High Software update on SD Card (See *Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program)

### Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work)

### Service work:

Update the MIB2 High infotainment system using either Method 1 or Method 2 according to TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code 7UG)* and use SVM code indicated below:

Vehicle	SD Creator Part Number	SVM Code
A3	4M0 906 961 BK	MHI2USP4219
A4, A5, and Q5	4M0 906 961 BN	MHI2QUS5087

### Method 1: Automated update using ODIS

### Method 2: Manual update due to SVM code or Server issues



# Technical Service Bulletin

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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update	0151 0000	According to TSB #2047576
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2053533/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

Part Number	Part Description	Quantity
4M0906961BK	MMI software update (SD Card) – Or download via SD Creator Software A3	01 (Shop tool)
4M0906961BN	MMI software update (SD Card) – Or download via SD Creator Software A4, A5, and Q5	01 (Shop tool)

## Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2047576, *91 MIB2 High Navigation Software Update Instructions (PR Code 7UG)*.



# Technical Service Bulletin

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- TSB 2047812, *00 SD Creator: how to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (2053533) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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